DENISE KENNEDY:

Hello everyone. I know it is 2 o'clock. We are going to wait two more minutes since we still have a fair amount of people logging on. If you want to download the presentation, there is a link in the chat feature, which is in the bottom right hand side of your screen. We'll be with you in two minutes.

Hello everyone. Welcome, and thank you for attending our VA Mobile Health Discussion Series webinar about the Preconception Care and Caring4Women Veterans apps. My name is Denise Kennedy. And I'll be your moderator today.

You have the option to listen in via your computer or on the phone. If you want to dial in using your phone, please dial 201-479-4595 and enter pass code 29063530. This information was just pasted into the chat feature on the lower right hand side of your screen. If the chat box is not visible on your screen, please click the blue chat bubble located at the bottom right, and the chat box will appear.

Your phone lines are muted, but if you are experiencing any technical difficulties, use the chat function and someone will be in touch. Today, our presenter is Alison Whitehead with the Women Health Services office at VHA.

To respect everyone's schedules, we'll keep this moving so the discussion ends on time. If you have any questions for Alison, please use the chat feature and we will get to them as time allows. If we don't get to your question, we will send out email following this webinar with any relevant answers.

If you would like to participate on Twitter, please use the hashtag #vamobilehealth. To download this presentation, please copy the link that's in the chat feature. With that, I'll turn this over to you, Alison.

ALISON WHITEHEAD:

Great. Thank you so much, Denise. Hi, everyone. Good afternoon. Or good morning, if you're on the West Coast. My name is Alison Whitehead. And I'm a management analyst for the Office of Women's Health Services in VHA, and also the Women's Health Project manager for the various apps that I'll be talking about today. I'm really excited to

be here or on the phone with you all to give a brief overview of some of our upcoming apps, and specifically, as Denise mentioned, the Preconception Care and Caring4Women Veterans apps.

So here's a quick roadmap of my presentation today. I'm going to go through an introduction of VA Mobile Health Provider Program, which some of you may be familiar with that program. I'll talk about the Preconception Care and Caring4Women Veterans apps. I'll go into a little bit of detail on how you'll be able to access the apps once they come out. Then I'll talk to you about three more upcoming apps, a few lessons learned, and then give you some information on some additional resources.

So the reason why I wanted to touch on the VA Mobile Health Provider Program-- so we worked with this program to field test our Preconception Care and Caring4Women Veterans apps. And also, this is going to be, I think, one of the key channels for disseminating our apps to the field. So for those of you who aren't familiar, the program is a collaborative effort between the Office of Connected Health at VA under the Veterans Health Administration Office of Informatics and Analytics, and also the VA Office of Information and Technology.

So the ultimate goal of the Mobile Health Provider Program is to equip VA health care teams with mobile technology and to enhance the way they deliver care to Vets. So the mobile devices mainly consist of tablets, both full and now also the mini sizes.

So this program was set up in three phases, which I showed here on the screen. This first phase was to begin to deliver devices to up to 11,000 VA care team members at a diverse range of VA health care facilities. And last year, in 2014, more than 7,000 VA care team members received devices. And over the course of 2015, the program's going to continue to deliver devices to up to 4,000 more VA care team members. As of today, approximately 10,000 VA care teams received their devices at more than 30 sites.

So in here in the middle, the second phase of this program is to develop and roll out VA-developed apps specific to common workflows. And then the third phase is to allow the medical centers to request and purchase their own devices.

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So here in this next slide, in 2014, the more than 7,000 VA care team members that received devices were located at 18 different VA medical facilities, which are reflected on this map here. So the initial 18 locations selected to receive mobile devices were primarily based on their Wi-Fi capabilities and the geographical diversity. So as you can see from the 2014 map, there's a diverse range of locations across the country that received devices. During the third phase of the program, the number of sites with devices will greatly expand as more devices are delivered and VA medical centers are given the opportunity to request and procure their own devices.

The Mobile Health Provider Program has already collected a variety of success stories for ways in which the various care team members are using the devices to enhance patient care delivery. For example, Dr. Leslie Davis, pictured here, as both a primary care physician and as the Women's Clinic medical director at the Orlando VA Medical Center, the integration of a mobile device into her everyday clinical practice has allowed her to enhance patient education at the point of care. She regularly uses her devices as a patient education tool to display medical images that help patients understand medical options.

So Dr. Davis said that "they can see examples of their symptoms. It's reassuring for patients. And it's so quick for me." She also emphasized that to be able to give patients that peace of mind is a really remarkable thing. This is one example of a VA care team member who's already incorporating her mobile device to help her care for patients. And we're hoping that she'll also be able to benefit from the Preconception Care and Caring4Women Veterans app when caring for her women Veteran patients.

So now I'll start to get into the women's health apps. So before I really talk about each of these apps individually, I wanted to give a little bit of a background on women Veterans and, I guess, why mobile apps. So since 2008, VA health care has been redefining how care is delivered to women Veterans.

Through the utilization of innovative technology and collaborations within the VA and with outside organizations, Women's Health Services can begin to provide a crucial link for women Veterans. Furthermore, the use of this technology will greatly enhance and harmonize coordination of care in a timely, acceptable, and patient-centered care approach. It's really crucial that women Veteran programs across the country

understand how to effectively use technology. And this will help enhance care for our women Vets.

So women Veterans using VHA services have increased from 159,630, or about 160,000, in fiscal year 2000, to more than 390,000 in FY 2013. So you can see that the numbers of women Veterans coming to use the VA is growing rapidly. Women's Health Services continues to work hard to support our field in order to meet the needs of the growing population of women Vets, including provider training and various initiatives, which includes mobile application.

So we actually also conducted some focus groups a few years back. And one of the top recommendations from our women Veteran focus groups was to develop a provider mobile app that would primarily educate VA and non-VA providers on women Veterans health issues. So women in all three of the groups that we ran felt that provider apps, even more than an app for women Veterans, would improve the quality of their health care.

So this slide now, the table, lists out the different apps that we've been working on. And the two that I'll really talk about today are the Preconception Care and the Caring4Women Veterans apps, which are set to be released later on in July.

So the Preconception Care app. What is the Preconception Care app? So the Preconception Care mobile application will provide VA clinicians with information that supports integrating preconception care into primary care visits for women Vets during their reproductive years. Clinicians will be able to access this information from a computer or from an app, using their Android or iOS devices.

So the audience for this app, again, is for VA and non-VA providers. And the goal is really to support integration of preconception care into all health care interactions. In terms of functionality, this is informational only. So that basically just means that people can go in and read the content, but there's no interaction with the app. There's no data pulling, anything like that.

And with this app, as well as all of our other apps, we collaborated with a number of different program offices at VA. So for example, for this one, Women's Health Services,

Mental Health were two of the big program offices to contribute content.

This app just goes into a little more information on how the Preconception Care app can help care team members and can help your team. So it can help you by helping care team members to review a healthy lifestyle checklist with patients that addresses various topics. Providers can find talking points and guide discussions with their women Veterans. And they'll also have a way to find and share resources and evidence-based information with patients.

So now I'm going to go into a few sets of screenshots that show you a little bit of how the Preconception Care is actually going to look. So this first bit shows you the topic stage, which lists the different topics that are in the app. And then also, it shows what would happen if you tapped on the Reproductive Life Plan section and what would come up. So the Reproductive Life Plan section includes open-ended questions for providers to use as a guide when talking with their patients about their reproductive plans and wishes. And then, if you were to click down here, either on yes or no, it'll take the provider to a list of relevant questions.

So this next slide on Reproductive History, these screenshots show an example of the detail in the Reproductive History section. So there are a bunch of different subtopics within reproductive history. And as you click on each one of them, it'll expand and have a lot more information available.

So these two screenshots show our Birth Control Methods section. So the Birth Control Methods section contains information about birth control based on effectiveness, information on emergency contraception, relative risks of contraceptive use, and then also information on where to order different contraceptives at VA using the VA formulary. So that can be really helpful for VA care teams.

This next section, Concurrent Health Issues, this is probably where the bulk of the content lies. So in Concurrent Health Issues, you can see there are a whole lot of subcategories available to click on. Just for example, if the user clicked on Hypertension, it would take you into a new window that would give you some options. You could click on Counsel on increased? Risks to Pregnancy Related to Hypertension, Management of Hypertension, and Contraception Counseling.

And then finally, one more set of screenshots I wanted to show for this app. It shows our Preconception Tools and Resource section. It just includes additional information and links that are broken out by provider information, so additional web links and information for providers, and then also patient information. So this would be information that the providers could review and share with their patients, including various links. So again, I just show what it would look like if the user were to click on for providers, it would-- sorry, was that a question?

Okay. I was hearing feedback. I'll continue. So this would show you some of the different resources that would pop up if you were to click that For Providers Tools and Resources. And again, you could click on the little plus sign here, and it would expand the contents, which would have more information, including web links and phone numbers, as it's relevant.

So actually, I'll pause here and then see if there are any questions about anything that I've covered so far. I know that was sort of a lot of information. I went through those slides fairly quickly. But if anyone has any questions, please feel free to ask them now.

DENISE KENNEDY: Hey Alison, this is Denise. Just a reminder to the participants that your phone lines are muted. And if you want to ask a question, please use the chat feature. And we will stop again in a few slides. But Alison, I think you can go ahead and continue as I haven't seen any questions come in just yet.

ALISON WHITEHEAD: OK. Great. Thank you so much. All right. So now we'll get into some detail on our Caring4Women Veterans app.

So again, the audience for this app are VA and non-VA providers. The goal here is to provide education on the unique needs of women Veterans to care teams both inside and outside the VA, so folks that, maybe, are new to the VA, are new to caring for women Veterans, or maybe are outside of the VA and haven't had much experience working with women Veterans. And again, the functionality with this app is informational only. So the providers and care teams are just going in and retrieving information and content. And then some of the collaborators, some of the teams that we worked with for this app were Primary Care, Mental Health, Homelessness, and some other teams as well.

So what is the Caring4Women Veterans app? So this mobile app, again, it serves as a great resource, including topics such as importance of knowing Veteran status and patient's military history, understanding culture of military service, recognition of symptoms and implications of service-related issues, how to direct patients to VA benefits and resources, and how to connect patients with a point person within the VA for various services. So the five main topic areas that you can see here on the screen are About Women Veterans, What to Ask, Common Veteran Issues, Transition to Civilian Life, and Additional Resources.

So how will the Caring4Women Veterans app help care team members? It can help team members learn which particular health issues and conditions are common to a specific area of service. The care teams can view screening and treatment guidance for women Veterans who experience different issues such as Posttraumatic Stress Disorder and Military Sexual Trauma. And again, they include some helpful additional resources that providers can share with women Veterans who are transitioning from the military to a civilian life.

And now I'll go into some screenshots so you can get a feel for how the Caring4Women Veterans app is going to look. So this first set, we look at the About Women Veterans on the left side. And then, within the About Women Veterans section, there are three subsections-- Facts About Women Veterans, Women Veteran Population Growth, and then Snapshot History of Women in the US Military. So if you were to click on Facts About Women Veterans, the app will take you to information on women Veterans, including some of the top diagnoses and some of the recent demographic information.

Another main topic area of the app is What To Ask. So this section provides information to help providers understand some of the questions that are important to ask their female patients such as, "Have you ever served in the military?" and why these questions are important. Since we found that a lot of women Veterans don't identify as being Veterans, it's a the really crucial question for providers and care teams to ask. Two subsections here are Why ask and Questions to Ask. So then, the Questions To Ask section gives a sample list of questions that providers can use as a guide.

The Common Veteran Issue section, again, this is one of our sections that has a whole

lot of information within each of these subsections. So the subsections here are Physical Health Issues by Era, which I'll describe in the next slide, Women Veterans and Suicide, Posttraumatic Stress Disorder, and Military Sexual Trauma. So the Military Sexual Trauma section includes summary information on MST and also VA information and resources on MST, as well as some general guidance for providers.

The Physical Health Issues By Era section is very robust. This is where, I think, the bulk of the content lies. And it's broken down into subsections by era. So we have Iraq War and Afghanistan War, Gulf War, Vietnam War, Cold War, Korean War, World War II. And the screenshot on the right shows how each era subsection contains information on relevant health issues. So you could go in and click on one of these. So I could click on Burns, for example, or Heat Injury, and it would talk a little bit more about some of the experiences and issues that have come up due to those situations.

All right. And then, this slide, we show app Resources section. And this section includes additional information about Benefits and Eligibility, VA Facility Locator, and the VA Health Care Support. So the screenshot on the right shows some of the types of additional information that you could access if you went to the VA Health Care Support section. And then clicking into one of these will include short summary content and, again, website links and phone numbers, as I mentioned for the Preconception Care app.

DENISE KENNEDY: OK. And this is just another reminder for the 60-plus people listening on their computers. If you have any questions for Alison, please use the chat feature. And we should definitely have time at the end of this presentation to get to some of those questions. And with that, Alison, I think you can continue.

ALISON WHITEHEAD: OK. Great. Thank you. Right. So, now back to our table of contents. Although the app release is still pending, I'm going to touch briefly now on how you will be able to access the app in the future.

So once these apps are released-- and the time frame for that is tentatively mid to late July-- the direct download link for Apple and Android stores, and also all the different training materials that we have, such as a user manual, slideshows, and FAQs, will be available at these links here. And I believe it's hosted on the same website that, any of

you who downloaded the slides, it's on that same website. But the direct links are here in this slide.

So I won't go into too much detail on the apps that are currently in development for Women's Health Services. But I wanted to let you all know about what's coming up down the road. We're very excited about some of these additional apps. So there are three different apps that we are working on. They're at different stages of testing currently.

So on the left here, we have the MCC Support, which stands for Maternity Care Coordinator Support. So that will allow VA staff, particularly maternity care coordinators, to add Veterans to a maternity care coordination list and track Veteran's non-VA maternity care based upon data in [? Vista ?] and is entered by the Veteran. This app here in the middle, now this is our Safe Women Prescribing app. And that will help to improve VA care teams' awareness of high-risk medication use by women Veterans who are pregnant, breastfeeding, or who may become pregnant.

And then finally, VA Moms. So this app is sort of a partner app for the MCC Support app. And this app will allow pregnant Veterans to access pregnancy and childbirth resources using tools to track pregnancy care and well-being. And it also lets them enter information that can be read through the MCC Support app.

And then finally, I wanted to talk a little bit about some of the lessons learned from our experience with our mobile application development. And I won't go over all of these. I just wanted to briefly go over a few of these, or just take a few moments. So we have a whole list of lessons learned here. And the first one, understanding roles and expectations-- so then, we were sort of at the early stages of the connected health and the mobile health development in terms of mobile apps at VA. So we came into this and just found that it was really important to, from the get go, sort of understand who all needs to be involved, different reviewing groups, things like that.

So some of our suggestions, if you are to be involved in mobile app development, really would be to schedule a kick off meeting with business owners, the developers, the connective health office, et cetera. So start development meetings to ensure that all the parties are on the same page. And then also, just having sort of the timelines and rules

and expectations all set out.

Another piece that I wanted to touch on, realistic expectations, and specifically for business owners. We came in new to the mobile app world, and not having developed mobile apps previously, and just learned a lot throughout the way. And one of the pieces was less is more, and really just keeping things simple in a mobile app is really important. Knowing the key players and involve them early, so I sort of touched on that with number one, but really just understanding the different review bodies and different folks that should be incorporated early on is really important.

And then I wanted to also just talk a little bit about the sprint review process. So with the mobile application development, as with other technologies, a lot of times use agile development. So having an understanding for that and really understanding what is expected of the business owners on those calls and throughout that process is extremely important. And then also, down on number six, I just wanted to talk a little bit about that, so knowing sort of the difference between defects versus bugs versus enhancements. So just understanding the different terminology is very important in terms of making changes or things like that throughout the process.

And then finally, timelines. That was something that we really learned. Timelines can shift. We had started working on our first few apps quite a while ago. And just for various reasons things come up. Different review bodies need to come in. Things like that. So having sort of a clear expectation for both sides, the business owners and the development teams, is really important.

And then I wanted to talk a little bit about additional resources. So here, you can explore and access additional apps developed by VA Mobile, free for both health care team members and patients one the VA App Store. I should have mentioned at the beginning. Both of our apps that are about to come out and all of the future apps will all be free of charge, so no cost for anyone. And then, for more information about VHA's office of Women's Health Services and to view additional resources available to prepare team members working with the women Veterans, you can check out our website, which is also listed here.

And then finally, some contact information. So if you have any questions about the

	various apps or to report content issues or suggested revisions once the apps go live, here is the phone number that you can contact. I guess I will--
DENISE KENNEDY:	Great.
ALISON WHITEHEAD:	--go ahead and pause. Oh, go ahead.
DENISE KENNEDY:	Thanks, Alison. This is Denise. We have a couple of questions here. The first one is, "Will providers be able to search in the Apple Store to find these apps?"
ALISON WHITEHEAD:	So that is a great question. And actually, I would like to see, are any of my technical experts from the connected health or web and mobile solutions side on the call that might be able to answer that type of question?
DENISE KENNEDY:	I think we have Alan Greilsamer here, who's going to answer that one.
ALAN GREILSAMER:	Hi, everyone. So there will be various ways, once the apps are finally approved. There will be iOS and Android versions of these apps. Additionally, they will be available through the VA App Store, which is mobile.va.gov/appstore. So there-- in actuality-- will be, depending on the app, two different ways to get to it, but three ways overall, whether you're a Apple user or iOS user or an Android user.
DENISE KENNEDY:	Excellent. And I just put that URL in the chat box for those of you following online. Alison, the second question is, "How do you plan to keep the content updated over time?"
ALISON WHITEHEAD:	So that is an excellent question. And I think I heard Kate on the line. So I also have Dr. Kate [? Cusack, ?] who is one of my top clinical subject matter experts, on the line as well, to help answer questions. So that is a great question, specifically because these two apps are very content heavy. And so I think, and again, this is a question that it might be helpful to have someone from the connected health team to help answer, but I believe that we'll be able to have an internal VA development team to help make changes to the app in the future.

But that is just something, one of the things that with a content-heavy app, that we need to keep in mind that we will have to go through and make sure that things are updated as necessary, since there is information in there on various policies, things like that. And also, for example, in the Caring4Women Veterans app, there's some information on prep diagnoses and demographic information. So we just have to be sure that we go in every so often and update things. And is there anyone on the line from the connected health team who might have an idea on that with experience from other mobile apps that have come out?

ALAN GREILSAMER: So Alison, this is Alan. Again, the apps are meant to be iterative. And we fully understand that information is changed and updated over time. While there is not a specific timeline for these apps being updated in three months, six months, we will be taking Veterans' feedback, provider feedback, and using that to inform future versions of these two apps and other women's health apps.

KATE CUSACK: And this is Kate [? Cusack. ?] I'll make a couple of comments about that as well. I was chuckling because development has taken so long on these. We've already had to refresh the content once. And one of our lessons learned is, because we've thought about this a lot, that this information can change. and it needs to be kept current.

Some of our upcoming apps, we actually moved the content-heavy stuff to PDFs that we will be able to update very easily outside of development whenever we get any updates. So we've got pointers out to the PDFs. We can update those PDFs on the fly when we get new things. And so we have thought about this a lot and are very cognizant about the issue of making sure that this information is current. But we've already had to do one update already. And they're not even live yet.

DENISE KENNEDY: Excellent. We have another question. "How will you advertise these apps to non-VA providers?"

ALISON WHITEHEAD: So that is also a really great question. And we have been working with-- Women's Health Services has been working with the connected health team and their fabulous communications team. And so we have a whole communications plan, sort of outlining how we're going to get these apps out. So I think one, they will be on our external-facing website, the VA Mobile website-- which many of you are familiar with-- as well as

our Women's Health Services website, and then just different communications channels that we have, different partnerships and different stakeholders that we've worked with, that we can send information out through, from Women's Health Services. And then, Alan-- or does anyone on your team have anything else to add to that in terms of external advertising or promotion of the app?

ALAN GREILSAMER: Sure. Once these app are live, we have a pretty robust internal to VA and external communications strategy going on. Some of that will be through things like VA's blog. We also will be providing [INAUDIBLE] readily on the VA and VHA social media sites. We also, based on previous apps and previous pilots we've done, we've developed some pretty nice relationships with various VSOs and health care associations. So our plan is also to reach out to those as well, once, as I said, once the apps do become live.

But truly, there's nothing better than word of mouth. So if you're using the app and you like the app, we encourage you to tell your health care professional friends about them. And encourage use and feedback as well.

DENISE KENNEDY: And Alison, we have another question here. Cynthia wants to make sure she understands the purpose of this app is to provide clinical and others information when they see a woman Vet and need information on where they can go for health issues, homelessness, or contact information, where they can go for this help. Is that the correct purpose of the app?

ALISON WHITEHEAD: And I'm sorry, that was for the Caring4Women Veterans app?

DENISE KENNEDY: I believe so. It came in here at the end of the presentation.

ALISON WHITEHEAD: OK. So the app is intended for use by both VA and non-VA care team members. So it helps-- it's mostly content to help providers, care teams learn which particular health issues and conditions are common for women Veterans. It also includes some different screening and treatment information. And then it does have helpful and relevant resources for women Veterans and both providers.

So let me just see the question. I can just see it here. So it's asking-- I see that it's

asking a little bit about contact information and things like that. So there's contact information for the national level program offices and things like that.

But in terms of local, like if somebody needed a local contact for homelessness or health issues, then we don't have that type of specific drilled-down information available currently, in this version of the app. So if you needed local resources, then I think you would need to work with that specific team at your medical center.

Some of the resources and links that we include do go to things like, I think there's lists of coordinators for different programs. So that could be-- there could be for homelessness. I'm trying to think if that's one of them. So yeah. I guess that would be a way to link out. I'm not sure if that's answering the question.

DENISE KENNEDY: Excellent. Thank you for that, Alison. And as of right now, we'll give everyone another two minutes here to submit any final questions. A couple of reminders. I did just post a link to a feedback form to get your feedback on today's webinar.

I also understand that a few people had some questions, but they were having trouble with the software and some technology challenges. And so, we want to encourage anyone who wasn't able to submit a question today to email Alan Greilsamer-- and we'll put his information here in the chat feature-- with any questions. And we'll be sure to get them in front of Alison and her team and get the answers back to you as soon as possible.

ALAN GREILSAMER: We also have some questions. We'll be sending around the slides, as well as the link to the SurveyMonkey, in addition to a full recording of today's session. That will be to you all within about 90 minutes of the conclusion.

DENISE KENNEDY: And with that, any parting words, Alison or team?

ALISON WHITEHEAD: I just wanted to thank the VA Mobile and Connected Health team for inviting us to present, and all of the audience members for joining. We're really excited about these two apps that are hopefully going to be released very shortly, and also for our upcoming apps. So thank you. Thank you all for your support.

DENISE KENNEDY: Excellent. And with that, I believe that's a wrap today. I hope everybody has a great weekend and a great holiday coming up here next week. And we will close it down. Thank you, everyone, for your participation. And especially thanks to Alison and to your team for having such a great presentation today. Thanks, all.

ALISON WHITEHEAD: Thank you so much.